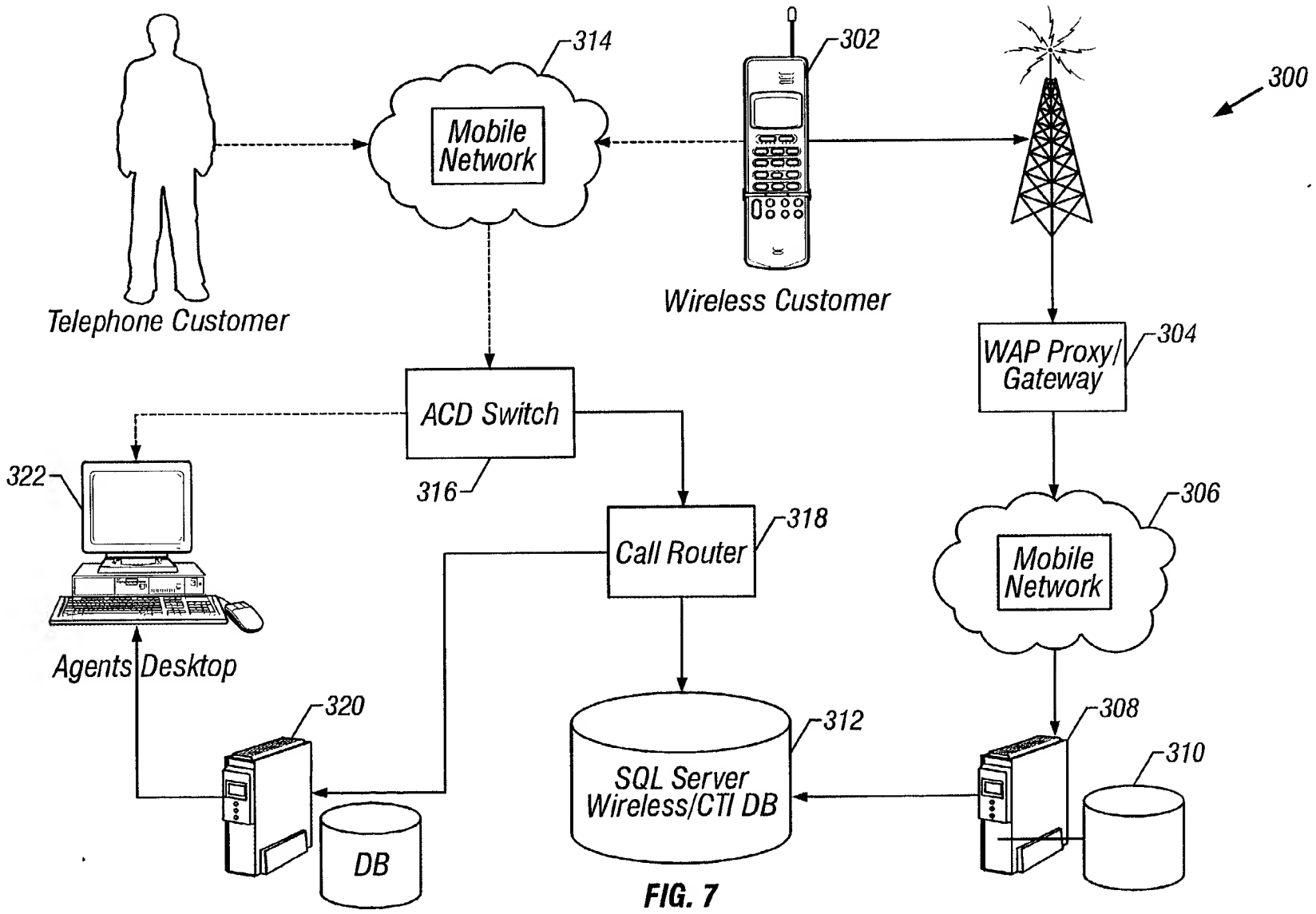
300
314
302
Mobile Network
Telephone Customer
Wireless Customer
WAP Proxy/ Gateway
304
ACD Switch
316
322
Call Router
318
306
Mobile Network
Agents Desktop
320
312
308
310
SQL Server Wireless/CTI DB
DB

FIG. 7